

AxiaForce

PRIVACY POLICY

AxiaForce, Inc.

Version 1.0 | Effective Date: October 12, 2026

AxiaForce respects the privacy of customers, users, prospects, and website visitors. This Privacy Policy explains AxiaForce's practices when AxiaForce acts as a Controller or Business of Personal Data and distinguishes those activities from Customer Personal Data processed on behalf of customers under the Data Processing Addendum.

1. Scope

This Privacy Policy explains how AxiaForce, Inc. ("AxiaForce," "we," "us," or "our") collects, uses, discloses, and otherwise processes Personal Data in the course of operating our websites, marketing, sales, customer accounts, support, and business operations.

This Privacy Policy generally applies where AxiaForce acts as a Controller or Business with respect to Personal Data. It does not govern Customer Personal Data that AxiaForce Processes solely on behalf of a customer as a Processor or Service Provider; that Processing is governed by the applicable customer agreement and AxiaForce Data Processing Addendum.

2. Personal Data We Collect

Depending on how you interact with AxiaForce, we may collect contact and identity information such as name, business email address, phone number, job title, employer, and account identifiers; account and authentication information; commercial and subscription information; billing and transaction metadata; support requests and communications, including website chat conversations; website, device, browser, IP address, cookie, and usage information; marketing preferences; event or demo information; and other information you choose to provide.

We do not intend to receive or store full payment-card credentials directly where payment information is collected through a designated third-party payment processor.

3. Customer Data and Processor Activities

Customers may use AxiaForce Services to Process information relating to their personnel, applicants, candidates, prospects, customers, vendors, business contacts, and other individuals.

When AxiaForce Processes such Customer Personal Data on behalf of a customer, the customer generally determines the purposes of Processing and is responsible for applicable notices, permissions, legal bases, and instructions. Individuals seeking to exercise rights concerning Customer Personal Data should normally contact the relevant AxiaForce customer directly.

AxiaForce's obligations for Customer Personal Data are described in the Data Processing Addendum.

4. Sources of Personal Data

We may collect Personal Data directly from you; from your employer or account administrator; automatically when you use our websites or Services; from customer-authorized integrations; from service providers and business partners; from public or commercially available business sources where permitted by law; and from communications with sales, support, or other AxiaForce personnel.

5. How We Use Personal Data

We may use Personal Data to provide and administer the Services; create and secure accounts; authenticate users; process subscriptions and payments; communicate with customers and prospects; provide support; configure integrations; detect fraud, abuse, and security threats; troubleshoot and monitor performance; analyze product and website usage; improve and develop our business and Services; conduct sales and marketing; comply with law; enforce agreements; protect rights and safety; and complete corporate transactions.

Where required by law, we rely on an appropriate legal basis for Processing, which may include performance of a contract, legitimate interests, compliance with legal obligations, or consent.

6. AI and Automated Processing

AxiaForce Services may use artificial intelligence, machine learning, large language models, automated systems, and autonomous or semi-autonomous agents.

Website chat. The AxiaForce website chat is operated by an AI assistant. A person may review conversations. Conversations are saved and may be reviewed by AxiaForce staff to answer your questions, follow up, and improve the Services. Please do not share payment card or account numbers in the chat.

Personal Data may be transmitted to authorized AI/model providers where necessary to provide enabled functionality and where those providers act under applicable contractual and data-protection obligations.

AxiaForce does not use Customer Personal Data to train generalized models for unrelated third-party use unless expressly authorized or disclosed in the applicable agreement. Any use of Personal Data for AxiaForce's own product improvement or analytics will be subject to the applicable role, agreement, law, and data-protection obligations.

7. How We Disclose Personal Data

We may disclose Personal Data to cloud, infrastructure, communications, analytics, security, support, payment, AI/model, and other service providers that help us operate our business and Services; to professional advisors; to customer-authorized third-party integrations; to law-enforcement or governmental authorities where legally required; and to counterparties and advisors involved in a merger, financing, acquisition, reorganization, bankruptcy, sale of assets, or similar corporate transaction.

We may also disclose information with your direction or consent.

AxiaForce does not sell Customer Data as a business model.

8. Corporate Transactions

Personal Data and contractual rights may be disclosed or transferred in connection with an actual or proposed merger, acquisition, financing, corporate reorganization, bankruptcy, sale of all or part of our business or assets, or similar transaction.

Any successor receiving Personal Data remains subject to applicable law and to contractual obligations that transfer with the relevant customer relationship.

9. Subprocessors and Service Providers

AxiaForce may use third-party providers to operate infrastructure and deliver Services. Material providers that Process Customer Personal Data on behalf of AxiaForce are addressed through the Data Processing Addendum and Subprocessor framework.

Customer-selected third-party integrations may process information under their own terms and privacy practices and are not automatically AxiaForce Subprocessors.

10. Cookies and Similar Technologies

AxiaForce websites and Services may use cookies, pixels, local storage, and similar technologies for essential functionality, authentication, security, preferences, analytics, and, where used, marketing.

Where applicable law requires consent or an opt-out for a particular technology, AxiaForce will provide the applicable mechanism. Browser controls may also allow you to limit certain cookies, although disabling necessary technologies may affect functionality.

11. Analytics, Marketing, and Communications

We may use business contact information to communicate about AxiaForce Services, product updates, events, educational materials, and other business information where permitted by law.

Recipients may unsubscribe from marketing communications using the unsubscribe mechanism provided in the communication. Operational, security, billing, contractual, and account-related communications are not marketing communications and may continue where necessary to provide the Services or administer the relationship.

12. Payment Information

AxiaForce may use third-party payment processors to process credit card, ACH, and recurring payments. Those providers may collect and Process payment credentials and related Personal Data under their own terms and privacy notices.

AxiaForce may receive limited transaction, billing-status, payment-method, and account metadata necessary to administer subscriptions and resolve payment issues.

13. International Processing

AxiaForce is based in the United States. Personal Data may be Processed in the United States and in other jurisdictions where AxiaForce or its service providers operate.

Where Applicable Data Protection Law restricts international transfers, AxiaForce will use an applicable lawful transfer mechanism where required. Customer Personal Data transfers are further addressed in the Data Processing Addendum.

14. Data Retention

AxiaForce retains Personal Data for as long as reasonably necessary for the purposes described in this Privacy Policy, including to provide Services, maintain business and security records, satisfy contractual obligations, comply with law, resolve disputes, prevent fraud, and enforce agreements.

Retention of Customer Personal Data processed on behalf of customers is governed by the applicable Agreement, Data Processing Addendum, technical retention schedules, and Customer configuration.

15. Security

AxiaForce uses administrative, technical, and organizational safeguards designed to protect Personal Data appropriate to the nature of the information and Services.

No system can guarantee absolute security. Additional information about AxiaForce's security approach is available in the Security Framework and Data Processing Addendum.

16. Privacy Rights and Choices

Depending on your jurisdiction and our role, you may have rights concerning your Personal Data, which may include rights to access, correct, delete, obtain a copy of, or restrict certain Processing of Personal Data; object to certain Processing; withdraw consent; or opt out of certain sales, sharing, targeted advertising, or profiling where those rights apply.

Rights are not universal and may be subject to legal exceptions. We may need to verify your identity and authority before acting on a request.

Requests concerning Personal Data AxiaForce controls may be submitted to privacy@axiaforce.ai. Requests concerning data controlled by an AxiaForce customer should generally be directed to that customer.

17. United States State Privacy Rights

Residents of certain U.S. states may have additional privacy rights under applicable state law.

AxiaForce does not sell Personal Data for money. To the extent website advertising, analytics, or other disclosures are considered "sale," "sharing," or targeted advertising under an applicable state law, AxiaForce will provide required notices and opt-out mechanisms where applicable.

AxiaForce does not discriminate against individuals for exercising applicable privacy rights.

18. European, UK, and Swiss Rights

Where the GDPR, UK GDPR, or Swiss data-protection law applies to AxiaForce's Processing as a Controller, individuals may have rights such as access, correction, deletion, restriction, portability, objection, and withdrawal of consent, subject to applicable legal requirements and exceptions.

Individuals may also have a right to lodge a complaint with an applicable supervisory authority.

Where AxiaForce Processes Customer Personal Data as a Processor, requests should generally be directed to the applicable customer as Controller.

19. California Notice

Where the California Consumer Privacy Act, as amended by the California Privacy Rights Act, applies, California residents may have rights to know, access, correct, or delete certain Personal Information and to opt out of sale or sharing where applicable.

AxiaForce does not sell Customer Personal Data. Additional request and verification procedures may be provided where required by law.

20. Children

AxiaForce's websites and direct account services are intended for business and professional use and are not directed to children under 13.

We do not knowingly collect Personal Data directly from children under 13 through our marketing websites. Customers are responsible for determining whether information they submit through the Services may lawfully be Processed.

21. Third-Party Websites and Integrations

Our websites and Services may contain links to or integrate with third-party websites, applications, and services.

AxiaForce is not responsible for the privacy practices of third parties acting independently of AxiaForce. You should review the privacy notices and settings of third-party services you choose to use.

22. Government and Legal Requests

AxiaForce may disclose Personal Data where required by valid legal process or where reasonably necessary to protect rights, safety, security, or the integrity of the Services.

For Customer Personal Data, government-request handling is further addressed in the Data Processing Addendum.

23. Changes to this Privacy Policy

AxiaForce may update this Privacy Policy from time to time to reflect changes in law, technology, Services, providers, or business practices.

The current version and Effective Date will be posted on the AxiaForce website. Where required by law or where changes are material, AxiaForce may provide additional notice by email, in-application notice, or other reasonable means.

24. Contact

Privacy questions, privacy-rights requests, or data-protection inquiries may be directed to:

AxiaForce, Inc. privacy@axiaforce.ai

Security reports or suspected security issues: security@axiaforce.ai

Formal legal notices or legal inquiries: legal@axiaforce.ai

Billing and payment inquiries: billing@axiaforce.ai

General support: support@axiaforce.ai

END OF PRIVACY POLICY